

AMSN 2025
Unit 2
Z-Chapter 12: Case Study
On-line Content (1hour)

Unit Objectives:

- Describe the basic components of communication. (6)*
- Identify effective ways of communicating with the health care team. (4,5,6)*
- Apply effective communication skills in various nursing activities. (2,4,5,7)*
- Discuss team building, group problem solving, and interprofessional practice. (5,6,7)*
- Analyze components of interprofessional practice. (5)*

*Course Objectives

Assignment:

Read Z-Chapter 12 pg. 276-304, Z-Chapter 12 online PowerPoint, and ATI: Leadership and Management Chapter 1,2,& 3.

Read the case study, then answer the case study questions below.

Thomas, an RN on a busy medical-surgical unit, is caring for 32 year-old Sofia who is a Hispanic female admitted with hypoglycemia. During patient rounding, Dr. Payne notes that Sofia has a glucose level of 42. He writes an order for an amp of D50 and a CXR. Upon completion of the orders, he hands the patient's chart to the unit coordinator.

Just as the patient is leaving for her x-ray, Anna, RN comes in to relieve Thomas for lunch. Thomas reports the following to Anna: patient is alert and oriented to self only. She has not spoken since admission and only nods when her name is called. Dr. Payne made rounds but did not report any changes in treatment for Sofia at this time. The unit coordinator did state that there was a new order for an x-ray and the patient has just been transported to the x-ray department by the orderly.

Ten minutes after receiving report, Anna receives a call from the x-ray tech who states they cannot perform the x-ray because the patient does not have an armband on and she is speaking in Spanish. Anna goes to the x-ray department and is unable to identify the patient, so she asks for a Spanish-speaking interpreter. The interpreter states that the patient is confused.

Anna returns Sofia to her room and checks the chart. She finds the new order for D50 and administers the medication immediately. The patient wakes up and is alert and oriented.

Questions:

1. Identify the team members involved in this scenario.

- Team members include Thomas (RN), Dr. Payne, Anna (RN), X-Ray department, The unit coordinator, Orderly,

2. Identify the errors which took place in this scenario.

- There was a lack of communication of Sofia's status, Thomas did not explain to Anna the need for a follow up on the glucose level or how she was confused. Another error that went on was when Sofia went down to the Xray department she was not wearing her patient identification band, this a huge safety concern. The team also did not initially recognize her language barrier, they should have used an interpreter, but did not so Sofia was confused on what was going on. Lastly, there was a delay in administering the D50 she did not initiate the order until after the patient was confused and had not received the treatment.

3. Identify what was done correctly in this scenario.

- Dr. Payne ordered D50 and a chest x-ray because of the patient's hypoglycemia and he communicated well to the nursing staff the order. Anna took over for the other RN Thomas and followed up on the x-ray issue and identified that Sofia the patient did not receive her D50. Anna also was unable to identify the patient, so she used the interpreter to help identify the patient and helped clarify the patient's condition. Anna also quickly administered the glucose after realizing the patient was confused and had not yet received the D50.

4. If you were Thomas, what would you have done differently?

- If I were Thomas, I would have given Anna the RN a more detailed report explaining her situation that her glucose level is 42 and she's confused and oriented to self only. It would have been very important for Thomas to inform Anna about giving the D50 as soon as possible and the importance of monitoring her glucose levels. Thomas also should have made sure her armband was in place to maintain patient safety.

5. If you were Anna, what would you have done differently?

- When Anna received report, she should have looked at the orders and seen if they were done or not. Anna also should have acted on Sofia's confusion and the need for the interpreter sooner, checking her vital signs and labs more closely.

6. In addition to the team members identified in the scenario, who are some individuals in the healthcare setting who must communicate with one another?

-Pharmacy, Dietary team, Lab, Patients Family

7. What should you consider when communicating with others?

- Make sure you are giving a good SBAR report of the patient to the oncoming nurse. Always ensuring proper patient identification, understanding language/cultural factors and the need for an interpreter, addressing situations

quickly and acting on them quickly for example administrating the D50 ASAP, and if something is unclear to ask questions to ensure everybody is on the same page.

In order to receive credit for this online content (1H), the assignment must be completed in full and submitted in the Z-Chapter 12 dropbox by the due date and time (1/23/2025 at 0800). Any assignment not completed in its entirety will result in missed class time and must be completed by the end of the semester to pass the course.